Professor: Dr. Mark F. Hartley
Office: The J.C. Long Building, 9 Liberty Street, #312
Class Hours: MKTG 333-01: T/TH, 10:50 – 12:05, Tate 131
DSCI 304-01: T/TH, 12:15 – 1:30 PM, Tate 131
DSCI 304-03: M, 4:00 – 6:45 PM, Education Center 114
Office Hours: M: 2:00 – 4:00 PM, T/TH: 9:30 – 10:45 AM and 1:30 – 2:45 PM and by appointment.
EMail: hartleym@cofc.edu (school, put DSCI 304 in subject box)
doctorhartley@comcast.net (home, put DSCI 304 in subject box)

Text Web Site: http://www.mhhe.com/stevenson11e

Course Catalog Description: The planning and control of production and service operations with emphasis on demand forecasting, design of production systems, aggregate planning, inventory management, and quality assurance. Additional topics will include just-in-time production, cellular manufacturing, flexible systems, computer-aided design.

Prerequisites: MATH 104 and 105, DSCI 232, MGMT 301.

Grading Scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
<th>A (4.0)</th>
<th>(93-100)</th>
<th>A- (3.7)</th>
<th>(90-92.99)</th>
<th>B+ (3.3)</th>
<th>(88-89.99)</th>
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<td></td>
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<td>B (3.0)</td>
<td>83-87.99</td>
<td>B- (2.7)</td>
<td>80-82.99</td>
<td>C+ (2.3)</td>
<td>78-79.99</td>
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<td></td>
<td>C (2.0)</td>
<td>73-77.99</td>
<td>C- (1.7)</td>
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<td>D+ (1.3)</td>
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<td>D (1.0)</td>
<td>63-67.99</td>
<td>D- (0.7)</td>
<td>60-62.99</td>
<td>F (0.0)</td>
<td>0-59.99</td>
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Approximate Grade Composition:

- EXAMS (3) 80% (equal weight)
- COURSE PROJECT 10%
- OTHER 10%

Course Objectives:

- Students will be able to categorize areas of operations management and describe his or her role in the operations situation using current information in the field.
- Students will be able to demonstrate the use of quantitative tools and decision making processes in the scheduling, inventory, capacity, work force, and quality functions of operations management.
- Students will be able to examine the role of an operating system in a firm, and then use OM principles to examine those value-added activities that create the goods and services it supplies to customers.

EXAMS will cover outlined material from the text as well as any talks by guest speakers, and/or required readings and handouts. Typical exams will be comprised of approximately the following: 30% objective multiple choice questions covering the reading material in the text’s chapters, 60% problems covering the various quantitative techniques in the text, and 10% essay covering a special topic in the course material. The essay portion will be assigned as a take-home prior to the exam to allow outside Internet and library research and is due on exam day. For each exam, you may prepare a 3x5” note card (single side) to use during the exam.
COURSE PROJECT occurs in February and will consist of 6-7 hours of work on a public service experience centered on the operations related activities necessary to manage and carry out a successful event. If you miss or choose not to participate in the course project, an alternative assignment taking approximately the same amount of time will be available to earn the 10 points for the course project portion of your grade.

OTHER includes assigned outside of class web research on specific topic areas of the course, reports from any required readings, attendance, and promptness. When e-mailing homework, in the subject box, type DSCI304, the assignment number, & your name. Attendance sheets will be used and it is your responsibility to sign them each class meeting.

Late Assignments: Assignments handed in for credit after I've called for them will be penalized 50 points per 24 hours late (or fraction thereof).

Attendance Policy: Prompt and consistent attendance is necessary for this course. Attendance will be kept each class period. Excessive absences will result as follows:

Two Days a Week Sections:
Absences #1, 2: Allowed for any and all reasons. No need to explain.
Absence #3, 4: 2 points deducted from your final course average per class missed.
Absence #5 and higher: 4 points deducted from your final course average per class missed.

One Day a Week Sections:
Absence #1: Allowed for any and all reasons. No need to explain.
Absence #2: 2 points deducted from your final course average.
Absence #3 and higher: 4 more points deducted from your final average per class missed.

Also, you WILL be responsible for any assignments due when you’re absent, and you WILL NOT be given credit for homework someone else hands in for you when you’re absent from class.

Honor Code: Cheating in any form is NOT allowed and will be rewarded, AT A MINIMUM, with a grade of F in the course. If copying is involved, both parties will be judged equally guilty.

Make-Up Exams: Regular exams will not be made up for any reason. Should you miss an exam, a comprehensive final exam COULD be substituted in its place. However, only under the utmost extreme case will your grade be obtained in this manner, and my permission is required to obtain your grade in this manner. You really don’t want to do this.

Grading Errors: If an error is made in grading your exam, the mistake will gladly be corrected. It is YOUR responsibility to detect any error and bring it to my attention ON THE DAY the exam is returned to you. You FORFEIT your right to appeal errors by being absent on the first day the exam is returned, or by waiting until later in the semester to contact me.

SNAP Accommodations: Any student certified by the SNAP Office at the College must provide the professor appropriate documentation WELL PRIOR to any exam in which the student requests the SNAP accommodation (i.e., extra time to complete the exam).
Basic Requirements:
1. Bring your textbook to class each day.
2. Keep a binder or folder for your class notes and handouts. Bring it to class each day.
3. Bring a calculator to class each day, and know how to operate it properly.
4. Keep all of your hand-in assignments backed up during the semester.
5. If you don’t have one already, obtain an off-campus e-mail account immediately.
6. Be on time. Habitual tardiness WILL affect class participation portion of your grade.

Finally: If a problem develops during the semester or if you feel you need extra assistance with concepts in the course, don’t hesitate to come to my office for help. The last thing I want is for you to do poorly in the course. Use my office hours for your benefit. That's why I have them.

DSCI 304 COURSE OUTLINE from Dr. H. (Chapters in parentheses)

(Note: All chapters listed include reading material for the objective portion of the exams. Chapters denoted by an asterisk (*) include material for the problems portion of the exams.)

Exam 1 will cover the following material:

1. Introduction to Operations Management
2. Competitiveness, Strategy, & Productivity
3. Forecasting (*)
4. Product and Service Design
4S. Reliability (*)
5. Strategic Capacity Planning for Products & Services (*)
5S. Decision Theory (*)

Exam 2 will cover the following material:

6. Process Selection & Facility Layout (*)
8. Location Planning and Analysis (*)
9. Management of Quality
10. Quality Control (*)
10S. Acceptance Sampling
11. Aggregate Planning and Master Scheduling
12. MRP & ERP (*)

Exam 3 will cover the following material:

13. Inventory Management (*)
14. JIT and Lean Operations
15. Supply Chain Management
16. Scheduling (*)
17. Project Management (*)